

## August 2013 - Incident Management and Request Fulfilment

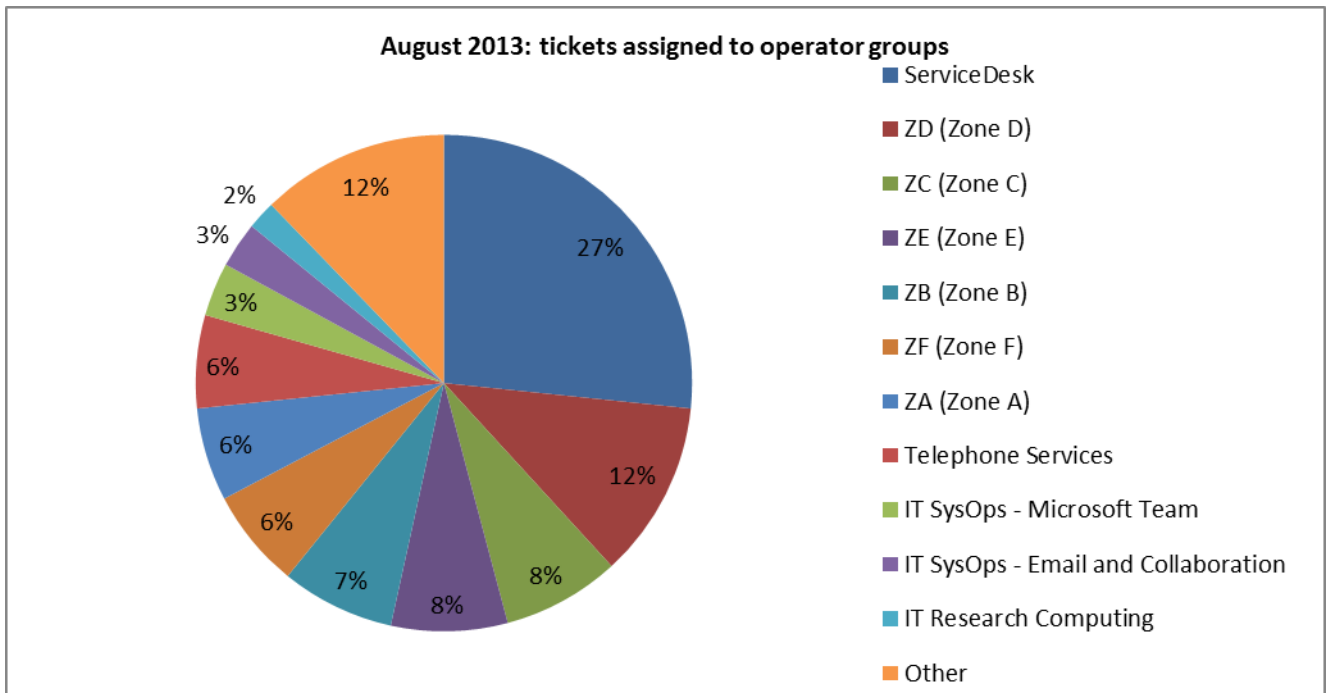
### Tickets

Incident Type	Logged	Resolved
Malfunction	1458	1558
Service Request	3241	3028
Change Request	154	282
Request for information	378	382
Breach of Regulations	3	1
<b>Total - 2013 - August</b>	<b>5234</b>	<b>5251</b>

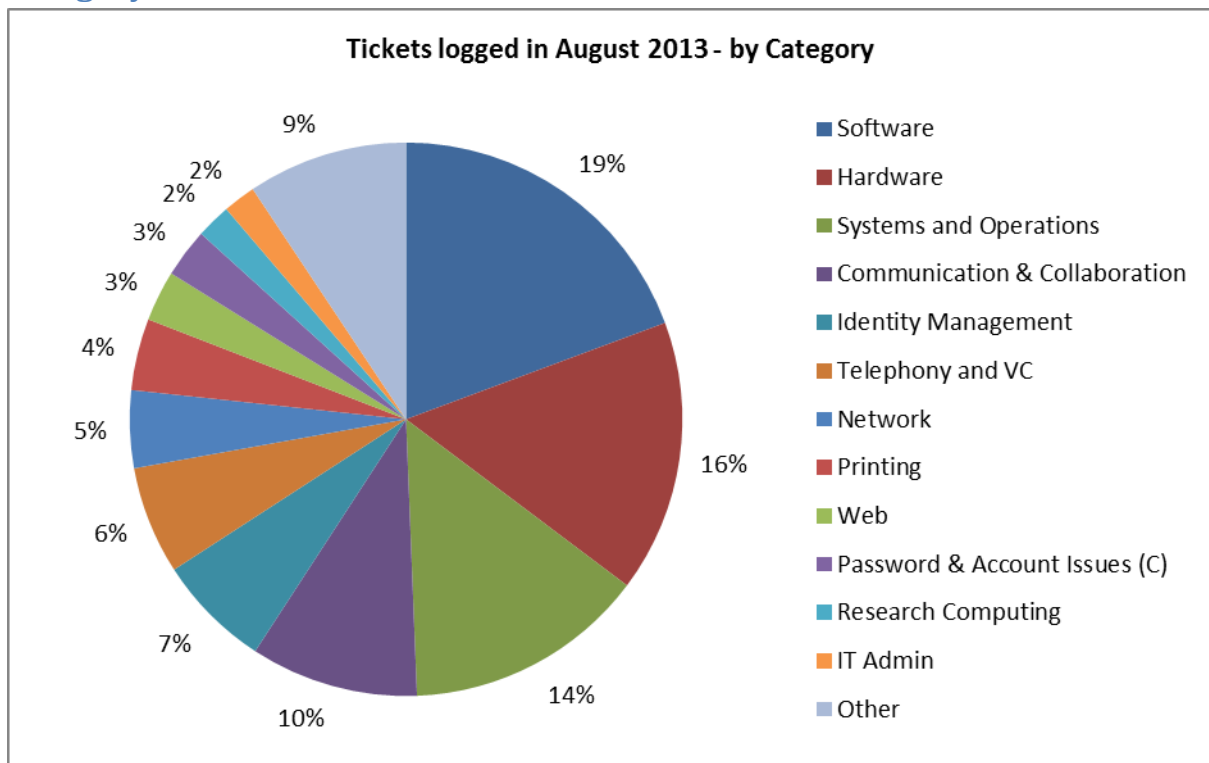
### Origin of tickets

	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Unknown	Totals
Arts	106	22	6	12	11	32		189
Engineering	320	17	38	100	9	52		536
Medicine & Dentistry	415	125		27	7	14		588
Medical & Veterinary Science	312	83	23	37		15		470
Science	396	46	112	79	9	17		659
Social Sciences & Law	297	25	13	35	104	19		493
Professional Services	1606	53				3		1662
Unknown							637	637
<b>Totals</b>	<b>3452</b>	<b>371</b>	<b>192</b>	<b>290</b>	<b>140</b>	<b>152</b>	<b>637</b>	<b>5234</b>

### Destination of tickets



## Category of tickets



## Top ten subcategories

